

Care First
Employee Assistance Programme

Year 1
1st Quarter Report

for the period
1st April to 30th June 2007

Caerphilly County Borough Council

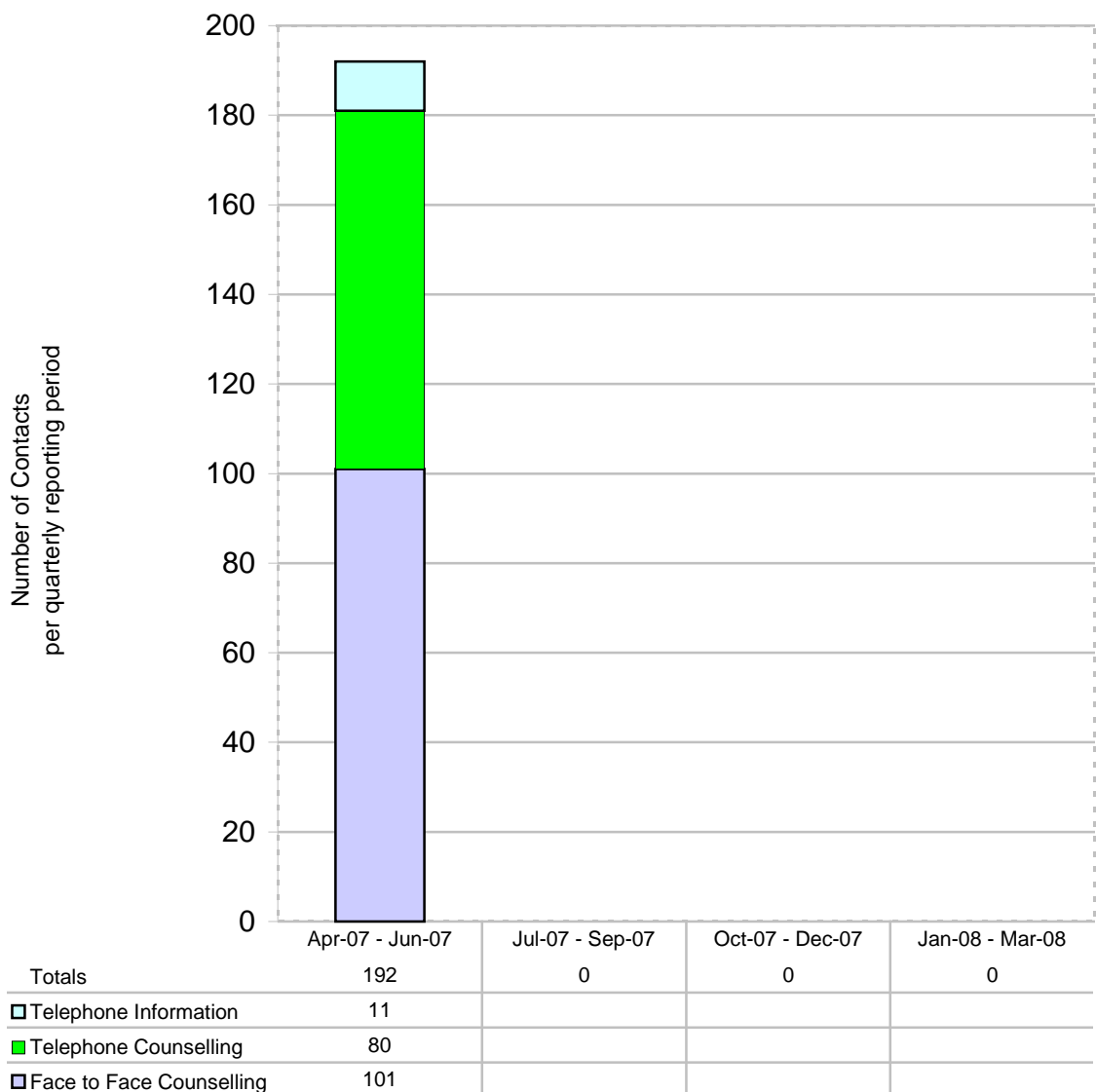
Summary

Type of Service: Employee Assistance Programme

Service Commencement Date: 1 April 2007

Report Period: 1 April – 30 June 2007

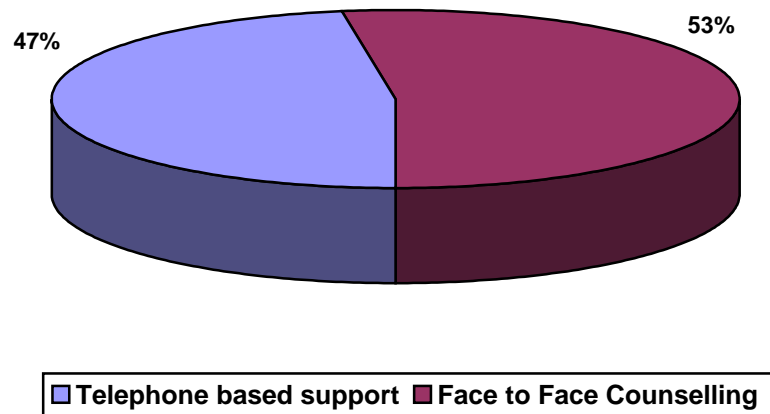
Employee Headcount: 13,000



Overall Service Usage

Counselling and Information	Apr 2007	May 2007	Jun 2007	Qtr Total
Telephone Counselling	21	36	23	80
Face to Face Counselling	7	44	50	101
Telephone Information	3	7	1	11
Number of Contacts	31	87	74	192

The following chart shows the ratio split of telephone based and face to face counselling support provided during the first three month reporting period.



Care First Counselling and Information

Number of New Cases:	Apr 2007	May 2007	Jun 2007	Qtr Total
Employee	11	25	12	48
Family Member	-	-	-	-
Manager	5	3	3	11
Total:				59

Number of New Cases:	Apr 2007	May 2007	Jun 2007	Qtr Total
Female	11	20	13	44
Male	5	8	2	15
Total:				59

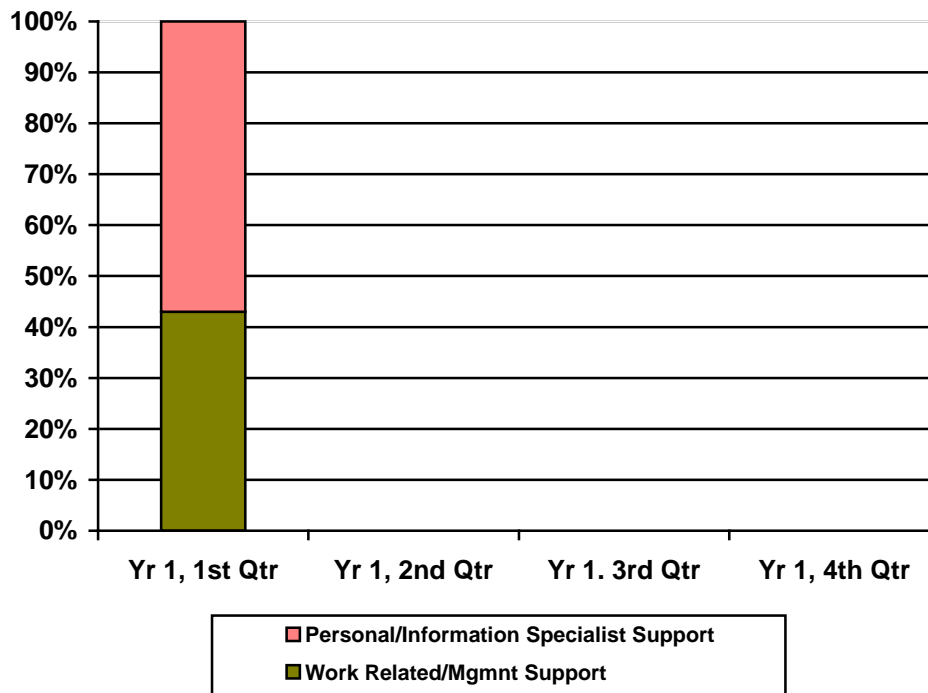
Number of New Cases:	Apr 2007	May 2007	Jun 2007	Qtr Total
Chief Executive	-	3	1	4
Education / Leisure	5	9	7	21
Environment	3	7	3	13
Social Services	4	9	4	17
Undisclosed	4	-	-	4
Total:				59

Care First Counselling and Information

The chart below shows the percentage split of work related and personal issues discussed by clients on their first, assessment session with a Care First counsellor.

**Total Work Related Problem Categories
(incl Management Support):** **57** = **43%**

**Total Personal Problem Categories
(incl Information Specialist contacts):** **76** = **57 %**



Care First Counselling and Information

Personal Issues (Counselling):	Apr 2007	May 2007	Jun 2007	Qtr Total
Alcohol	-	-	1	1
Bereavement	1	3	-	4
Debt	-	1	1	2
Domestic Abuse/Violence	-	1	-	1
Drugs	-	-	-	-
Family	-	2	3	5
Gambling	-	-	-	-
General Finance	-	2	-	2
Health – Emotional	8	15	9	32
Health – Physical	4	6	3	13
Housing	-	1	-	1
Relationship	-	7	3	10
Total:				71

Care First Counselling and Information

Work Related Issues:	Apr 2007	May 2007	Jun 2007	Qtr Total
Absence/Attendance	2	1	-	3
Abuse/Violence by Colleagues	-	-	1	1
Abuse/Violence by Members of the Public	-	-	-	-
Bullying/Harassment by Colleagues	-	1	-	1
Bullying/Harassment by Managers	1	-	-	1
Bullying/Harassment by Members of the Public	-	-	-	-
Changes at Work	1	2	2	5
Disciplinary	1	-	-	1
Grievance	1	-	-	1
Industrial Injury	-	-	-	-
Information	-	-	1	1
Performance - General	1	1	1	3
Performance – Target Related	-	-	1	1
Relationships at Work	2	3	1	6
Traumatic Incident	-	1	-	1
Work Related Health – Emotional	9	5	4	18
Work Related Health – Physical	3	2	2	7
Workplace Environmental Conditions	1	-	1	2
			Total:	52

Care First Counselling and Information

Management Support Issues:	Apr 2007	May 2007	Jun 2007	Qtr Total
Absence/Attendance	-	-	-	-
Abuse/Violence	-	-	-	-
Bullying/Harassment	-	-	-	-
Changes at Work	-	-	-	-
Disciplinary/Grievance	-	-	-	-
Information	2	1	-	3
Performance - General	-	-	-	-
Relationships at Work	1	-	-	1
Traumatic Incident	-	-	1	1
Work Related Health	-	-	-	-
Work/Home Conflicting Demands	-	-	-	-
			Total:	5

Care First Counselling and Information

Information Service:	Apr 2007	May 2007	Jun 2007	Qtr Total
Benefits	-	-	-	-
Childcare Information	-	-	-	-
Children	-	-	-	-
Consumer	-	-	-	-
Debt	-	2	-	2
Divorce/separation	-	-	-	-
Education	-	-	-	-
Eldercare Information	-	-	-	-
Employment	-	1	-	1
Finance	-	-	-	-
Health/medical	-	-	-	-
Housing	-	-	-	-
Immigration	-	-	-	-
Law	-	-	-	-
Legal Information	-	-	-	-
Retirement	-	-	-	-
Tax queries	-	-	-	-
Other Information	1	1	-	2
Total:				5